

Property Maintenance Cases Closed Codes & Regulations

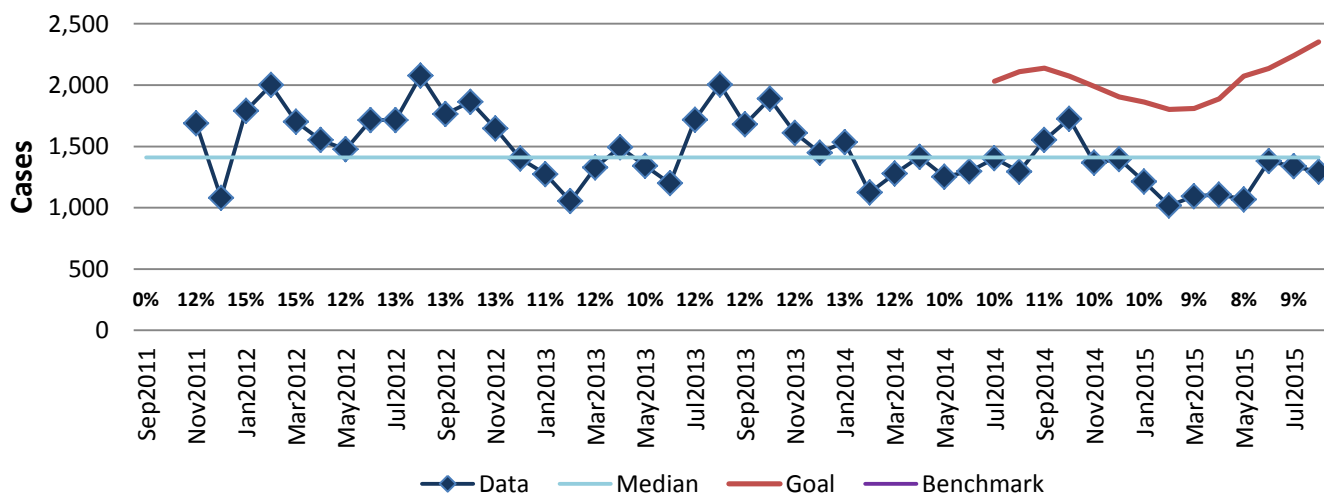


KPI Owner: Wesley Barbour, Philip Crowe, Dennis Martin

Process: Property Maintenance

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary			
Baseline: FY 2013 Closed 12% of open cases Each Month Goal: Close 15% of open Cases Each Month Benchmark: TBD		Data Source: Hansen Goal Source: Department Management Team Benchmark Source: TBD	Plan-Do-Check-Act Step 2: Validate problem: baseline, benchmark, & goal Measurement Method: Measure the number of cases closed by Property Maintenance Inspectors Why Measure: Measure our effectiveness at working with the public to resolve maintenance issues. Next Improvement Step: TBD			
How Are We Doing?						
Sep2014-Aug2015 12 Month Goal	Sep2014-Aug2015 12 Month Actual		Aug2015 Goal	Aug2015 Actual		
24,268	15,543		2,353	1,293		
Cases	Cases		Cases	Cases		

Property Maintenance Cases Closed



The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.